



Mecklenburg County Public Health (MCPH) Transformation Plan Update

January 26, 2017

Transformation Project Overview

- Organizational development, including reorganization
- EMR Optimization and Technology Assessment
- Clinical Care Model Delivery Enhancements
- Strategic Laboratory Management Affiliation



Staff Advisory Teams

- Invitation to participate from Director to all staff
- Assured broad representation across agency
- Assured broad expertise, some subject matter experts
- Assured front line staff participation on all teams



Roles of Staff Advisory Teams

- Create Charter for each Team/engage in each step of process
- Assist in development of RFP and criteria for selection
- Serve on selection panel
- Interface with consultants throughout process



Organizational Development, including Reorganization



Reorganization Background

- Reduced span of control
- Realigned program areas for greater oversight and accountability
- Enhanced clinical/medical oversight by Medical Director
- New organizational structure to be implemented **January 29, 2018**

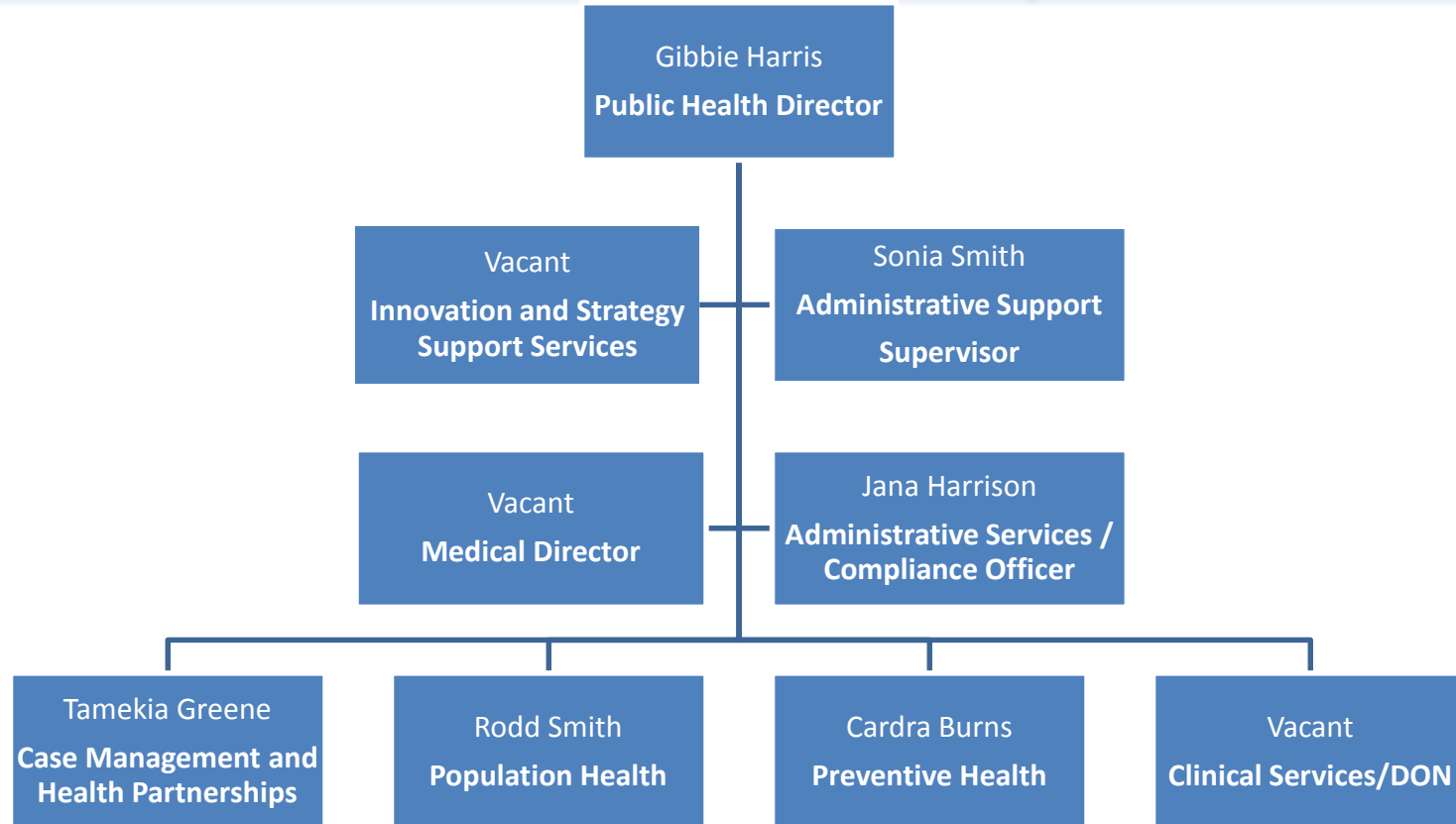


Executive Team

- Recruitment and candidate assessment by independent HR firm
 - Telephone interview to assure candidates met requirements for the positions
 - Assessment Process
 - Over 40 subject matter experts and community leaders
 - Comprehensive assessment scored activities
 - Recommendations to County leadership for top 2 – 3 candidates for interview
- County interview process
 - Leadership panel interviews
 - Staff panel interviews



Executive Leadership Team



Executive Leadership Team (to date)



Tamekia Greene
Case
Management



Rodd Smith
Population
Health

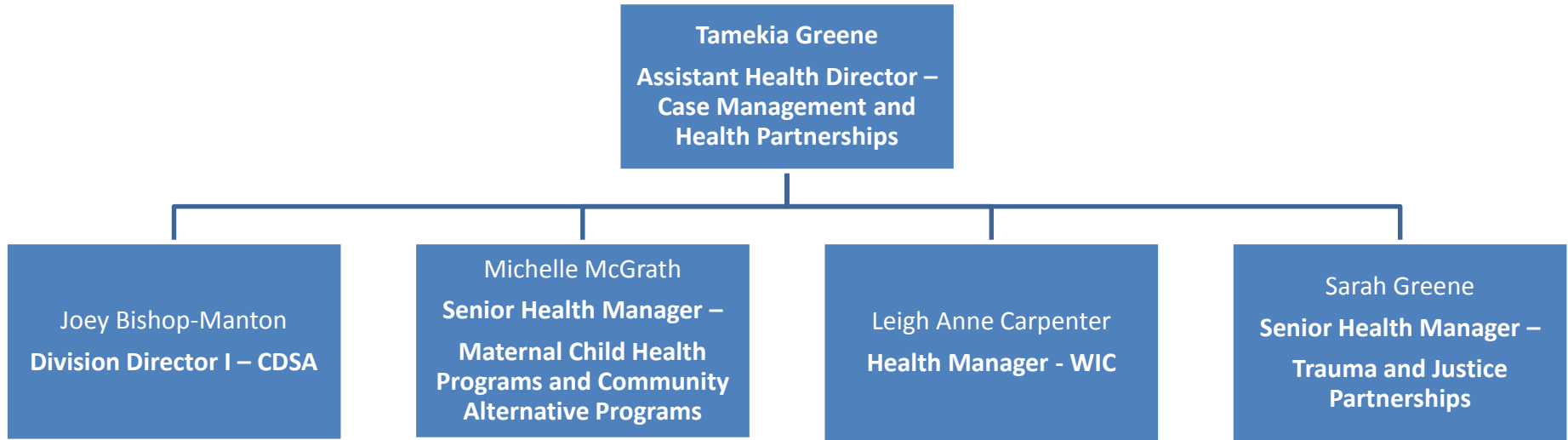
Jana Harrison
Administrative
Services



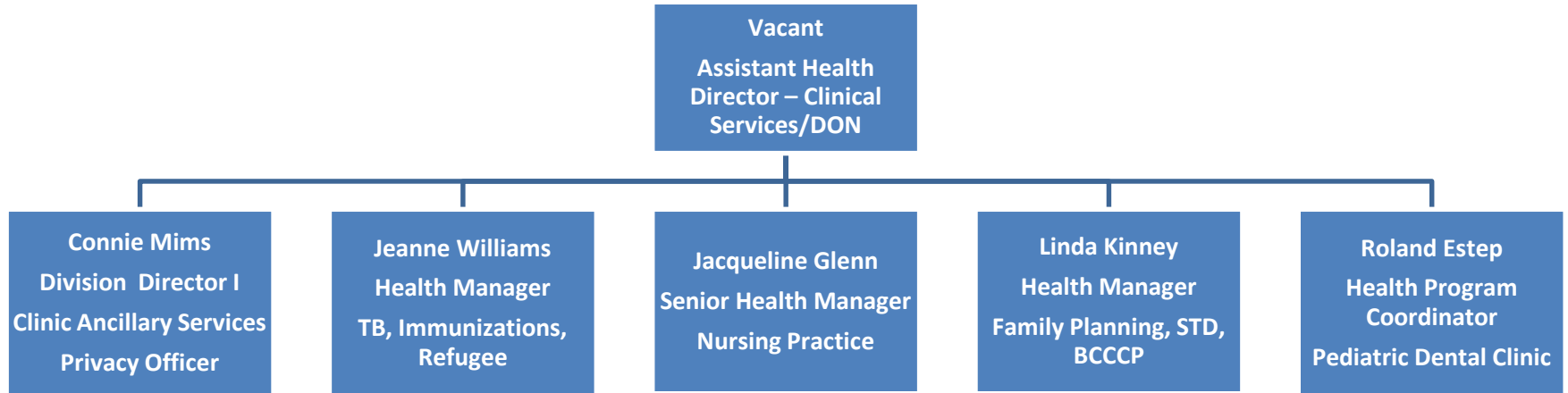
Cardra Burns
Preventive Health



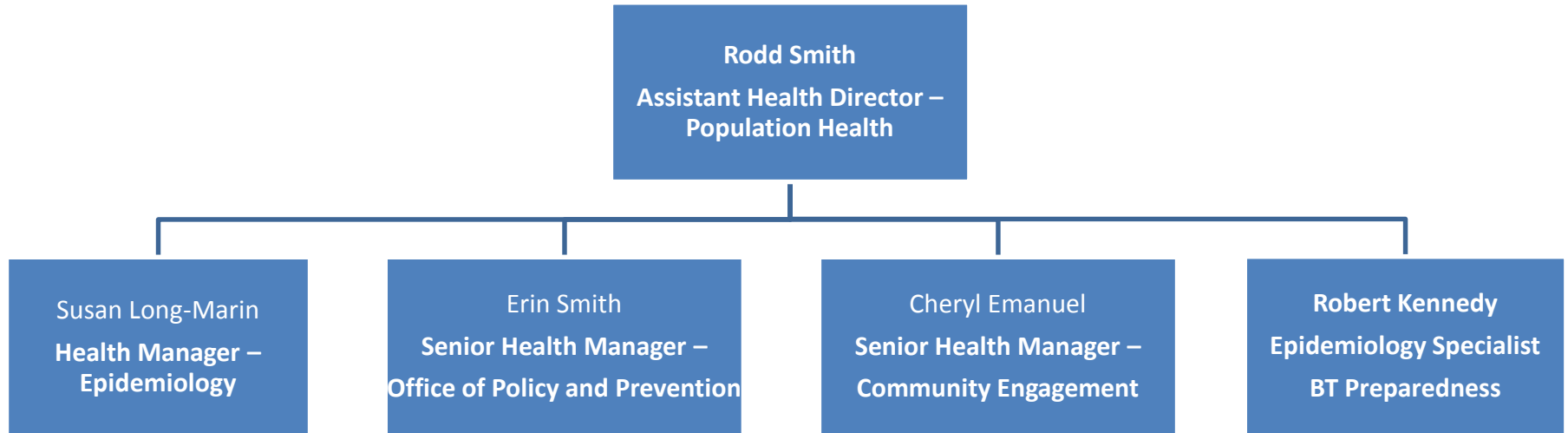
Case Management and Health Partnerships



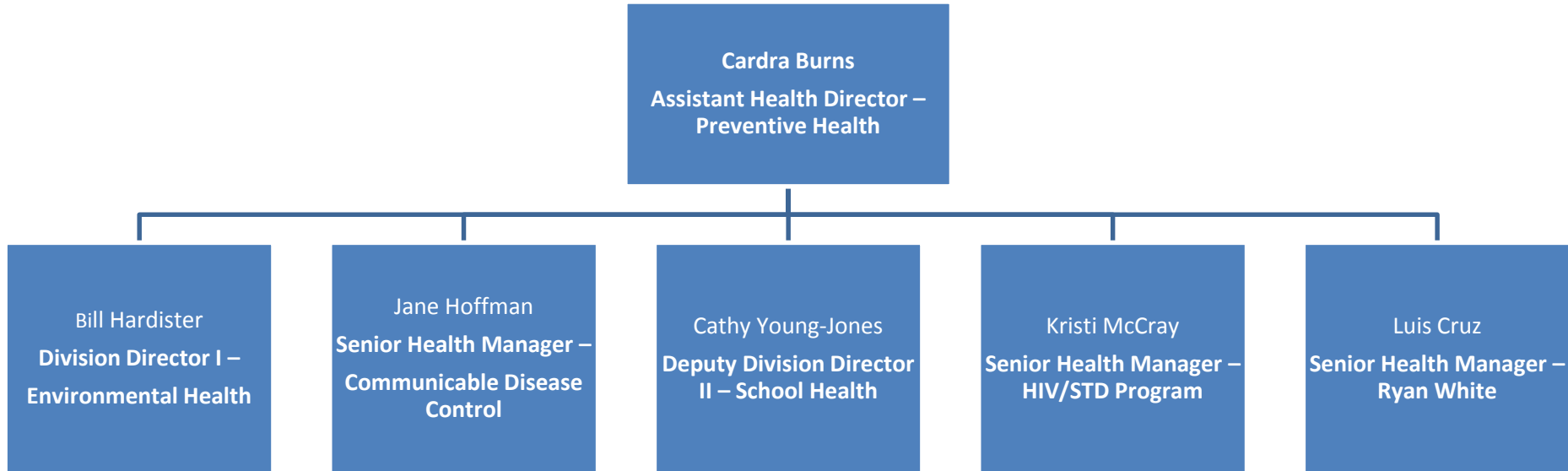
Clinical Services



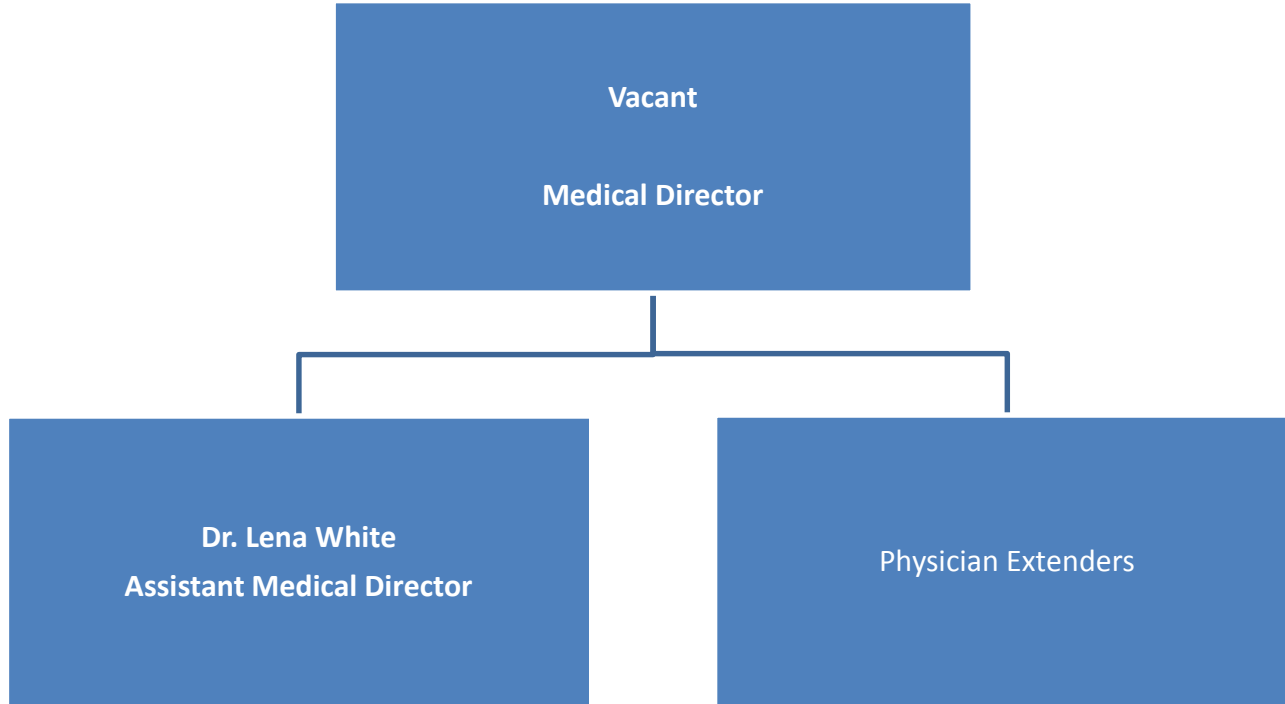
Population Health



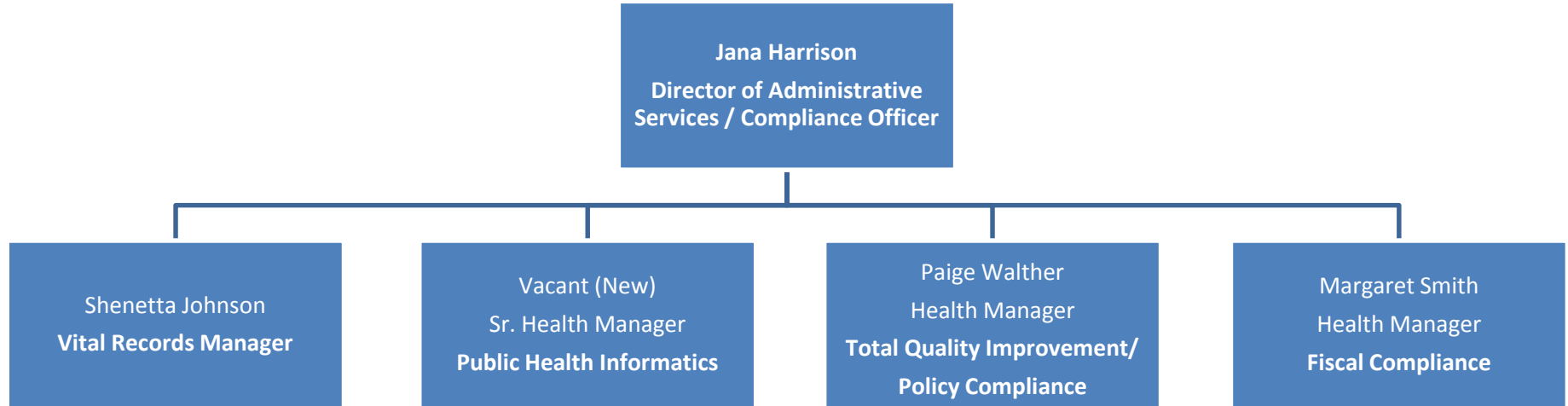
Preventive Health



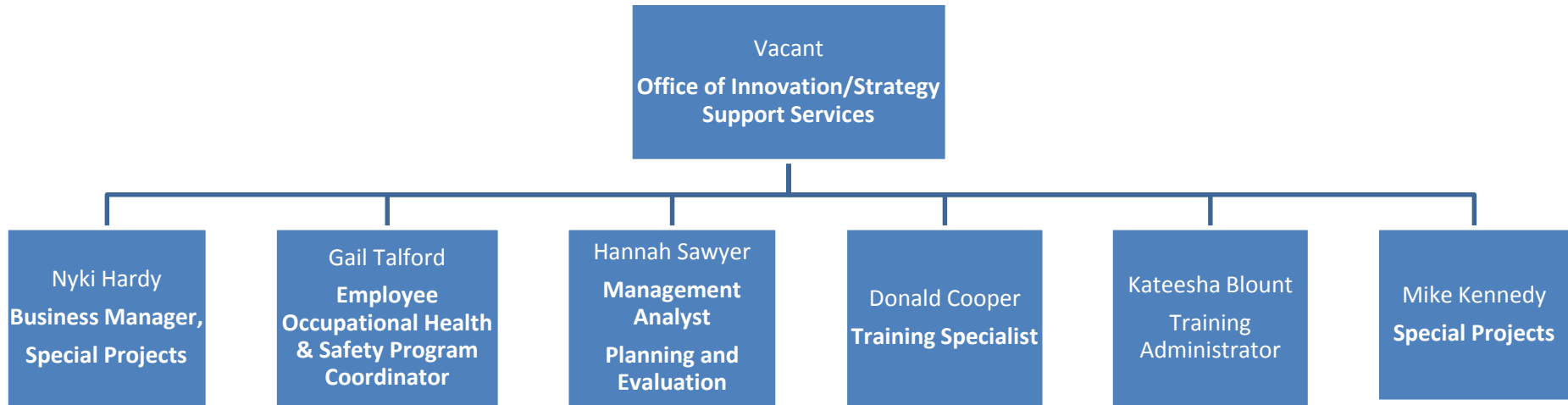
Office of Medical Director



Administrative Services



Public Health Innovation/Strategy Support



Organizational Development/Change Management

- Staff Advisory Team and Evaluation Team are working with Procurement to finalize a contract for services to develop:
 - Strategies to address organizational and culture change
 - Skills and capacity to promote employee success, value and confidence
- Start date: February 5, 2018



EMR Optimization and Technology Assessment



EMR Optimization and Technology Assessment

Scope of Work

- Phase #1: Cerner Optimization
 - Usage analysis and remediation (Jan – Feb 2018)
 - Patient Portal (Jan – Feb 2018)
 - Power Chart Touch (Cerner managing – no date)
 - Signature Pads (Cerner managing – no date)
 - Point of Care Printers (Jan - Feb 2018)
 - Public Health Data Integrity Group (Jan 2018)



EMR Optimization and Technology Assessment

Scope of Work

- Phase #2: Technology Assessment
 - “Current” State
 - “Future” State
 - “Ideal” EMR
 - Requirements Specifications Document (RSD)
 - Market Analysis
 - Potential Public Health technology solutions



Clinical Care Model Delivery Enhancements



Clinical Care Model Delivery Enhancements

Scope of Work

- Restructure clinical operations
- Ensure providers and staff are practicing at “Top of License”
- Enhance Walk-In Triage Program
- Enhance the Telephone Triage Program
- Enhance guidelines and expectations for all clinical staff



Clinical Care Model Delivery Enhancements

- Business Process Management (BPM) Team developed patient encounter diagrams of location based clinical care delivery model for the Southeast and Northwest clinics.
- Quality Improvement Team established to assess and implement previous recommendations
- RFP for a health consulting firm to implement the clinical care model delivery enhancements (start date: February 2018)



Strategic Laboratory Management Affiliation



Strategic Laboratory Management Affiliation

- RFP to establish a strategic laboratory management affiliation with a qualified external laboratory provider:
 - Manage and operate MCPH laboratories (both on-site and off-site operations)
 - Develop Service Level Agreement/Service Level Standards (SLA)
 - Electronic transmission of all laboratory test results into Public Health's EMR
 - Provide a dashboard for performance/SLA metrics
- Award contract in June 2018



Questions

